



Dear WDS Providers,

In our latest Enrollee Newsletter, we encouraged parents to bring their children into their provider office to discuss receiving sealants. We wanted to share this article with all our WDS providers:

Seal Out Dental Decay! Protect your Children Now!

Sealants are a coating that is painted on the biting surface of molar teeth that seals the pits and grooves and helps prevent dental cavities. Sealants are placed without numbing the teeth and usually without any tooth preparation ("drilling"). The use of dental sealants was the theme of the October 2010 issue of the California Dental Association Journal. The following facts were noteworthy:

- 1) The most recent data shows that only 28% of California third-grade children have received a sealant.
- 2) Yet by the time California children were in kindergarten, 63% had a cavity, 28% had at least one untreated cavity, and 19% had rampant cavities.

Western Dental hopes to reverse this trend. But we need your help! Instead of waiting for your child to get cavities, you can take the following steps to prevent them:

- Establish a dental home for your child by age 1, and continue regular dental visits as recommended
- Assist your child with brushing and flossing every day until age 8
- Starting at age 4, use a fluoride toothpaste (use a non-fluoride toothpaste until age 4)
- Limit your child's snacks and avoid sugary foods and drinks
- When your child is six years of age, ask your dentist about sealants for the newly-erupted adult molars (the "six-year molars") – Ask about sealants again when your child is twelve years of age (for the "twelve-year molars")

Join Western Dental in sealing out the cavities for your child. Make an appointment today!

New CDT 2018 Codes

CDT 2018 is the newest version of the American Dental Association's code on dental procedures and nomenclature. Below is the list of new CDT 2018 codes that will be included as covered benefits for all Western Dental Plan's. The below changes are effective January 1, 2018.

D5511 - Repair broken complete denture base, mandibular. When performed on the mandibular arch, this procedure replaces deleted code D5510 and is subject to the same policy and limitations.

D5512 – Repair broken complete denture base, maxillary. When performed on the maxillary arch, this procedure replaces deleted code D5510 and is subject to the same policy and limitations.

D5611 – Repair resin partial denture base, mandibular. When performed on

the mandibular arch, this procedure replaces deleted code D5610 and is subject to the same policy and limitations.

D5612 – Repair resin partial denture base, maxillary. When performed on the maxillary arch, this procedure replaces deleted code D5610 and is subject to the same policy and limitations.

D5621 – Repair cast partial framework, mandibular. When performed on the mandibular arch, this procedure replaces deleted code D5620 and is subject to the same policy and limitations.

D5622 – Repair cast partial framework, maxillary. When performed on the maxillary arch, this procedure replaces deleted code D5620 and is subject to the same policy and limitations.

D9222 - Deep sedation/general anesthesia – first 15 minutes. Procedure D9222 is

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Provider Dispute Resolution Process

As previously notified, providers have the right to utilize the WDS provider dispute resolution process, which was developed to provide a fast, fair and cost-effective dispute resolution mechanism. WDS will not discriminate or retaliate against a provider (including, but not limited to, the cancellation of the provider's contract) because the provider filed a provider dispute. The provider dispute process is available at no cost to the provider.

For additional information regarding the provider dispute process, please contact the Provider Relations Department at 1-800-811-5111.

Public Policy

The Plan welcomes Provider participation on its Public Policy Committee, which meets quarterly at the Plan's corporate office in Orange, California. In order to be considered for membership, please write or call the Plan's Member Service department at 1-800-992-3366.

Disclosure of Review Processes

Upon request, WDS' Member Service Department will send you a copy of the guidelines and criteria that are used to determine if a service is covered or not when a dentist or WDS provider sends requests to WDS for benefits and/or claims for payment to an enrollee, a dentist or a member of the general public. You may ask for this information by writing to Western Dental Services, Inc., P.O. Box 14227, Orange, CA 92863, or by calling WDS Member Service at 1-800-992-3366.

Credentials

To ensure that your credentials are always current, don't forget to submit your renewed credentials to WDS prior to the expiration of the previous credentials. WDS must maintain copies of your current, valid California dental license, malpractice insurance cover page and DEA certificate in your provider file. Also, please remember to notify WDS Provider Relations whenever your office has a new associate dentist or dental specialist.

WDS is pleased to announce that in our continued efforts to make provider participation as simple as possible, WDS utilizes the services of Verifpoint, a credentialing organization with whom many of you may already be familiar due to your participation with other dental plans. Verifpoint will collect your credentials on behalf of WDS so that you do not have to provide duplicate information to WDS.

Encounter Data Submission

The California Knox-Keene Act requires all Dental HMOs to monitor plan enrollee utilization. The WDS Utilization Management (UM) Committee meets on a quarterly basis to review utilization trends to ensure that Plan enrollees are receiving services. WDS also uses the utilization data to develop new plans and review existing provider compensation for the managed care dental program.

Please submit your encounter data by the 10th day of the month for the previous month's encounters. To submit monthly encounter data, please use a standard ADA claim form.

"New CDT 2018 Codes" continued from page 1

a new procedure code with CDT 2018 to be used when billing for the first 15 minutes of deep sedation/general anesthesia. Procedure D9223 is being revised to be used when billing for each additional 15 minutes of deep sedation/general anesthesia. There is no change to policy for general anesthesia. Any combination of D9222 and D9223 is allowed a maximum of four times per date of service; any additional time will be disallowed. Providing more than one hour of deep sedation or general anesthesia for routine dental procedures is unusual and additional submissions will only be considered on a by-report basis. When documentation of exceptional circumstances is submitted, benefits may be approved for additional units of D9223.

Language Assistance Program

Many people who live in Western Dental's service area speak a language other than English. Even if they know some English, they may prefer to speak another language when discussing their dental health or dental plan benefit matters. Having a fully functioning Language Assistance Program ("LAP") in your office is a state requirement, effective January 1, 2009. Since that time, we have contacted our provider network seeking services in a foreign language to determine if your offices knew how to handle such requests. Thank you to all offices that have provided the proper language assistance. For those who did not know how, the phone call then changed into an instructional call so that your offices could properly handle such calls in the future. As a reminder, here are some of the most important facts:

- If you need assistance with a Western Dental member calling your office requesting services in another language, you may instruct the patient/member to contact the Member Services department at **1-800-992-3366**, or you may call for them. Simply request to speak to someone who speaks the preferred language, and the Western Dental member service representative will make arrangements for an interpreter to join the call. Please allow time for connection to this service.
- Face-to-face interpreters in languages other than English (including Sign Language) may be available in some circumstance for special instructions. Western Dental Member Services department at



1-800-992-3366 has more information available about this service.

- Vital Documents such as plan brochures, provider directories, important forms and letters about Western Dental services, language rights and certain outreach materials are produced in English and Spanish in accordance with LAP requirements. You may instruct your patients who need these documents in Spanish to call the plan to receive these materials.

As a reminder, the Language Assistance Program (LAP) bulletin is included with your rosters each month for reference. Additionally, we will be sending out a reminder card that you can post near your reception desk to make it easy for your office to contact Western Dental when language assistance is needed. And we will continue to make "secret shopper" calls to confirm that our providers understand and know how to use the LAP. If you need more information regarding LAP requirements for contracting dentists, please contact Provider Relations at **1-800-811-5111**.

To Report a PROVIDER DIRECTORY Inaccuracy

In compliance with State requirements for providing an accurate provider directory, Western Dental Services now offers several easy ways to report a potential provider directory inaccuracy. The regulation requires WDS to verify and confirm with all contracted providers that their information is current and up to date. Notifications will be sent to all contracted providers every six months and will require an affirmative response within 30 days acknowledging the notification was received and information about any applicable changes to the data on file. To report any provider directory inaccuracies contact Provider Relations at 1-800-811-5111, via email at ProviderDirectoryUpdate@westerndental.com or by using the online change form available on our website, <http://www.westerndental.com>.